



Bethlehem Inn Job Description

Job Title: Program Support & Case Manager
Department: Programs
Reports To: Program Managers
FLSA Status: Non-Exempt
Prepared By: Program and Operations Director
Prepared Date: 10/18/24

About Us:

Bethlehem Inn, established in 1999, is a community-supported emergency shelter dedicated to creating a safe and welcoming environment for adults and families. Our mission is to empower our residents to make positive choices and move towards self-sufficiency, providing them with essential resources, shelter, and food.

Position Overview:

As a staff member at Bethlehem Inn, your primary role is to ensure the safety and well-being of our facility, residents, and volunteers. We value teamwork and open communication, which fosters a supportive work environment for everyone. In this dynamic role, you'll have the chance to make a real difference in the lives of those in need while collaborating with a compassionate team.

Key Responsibilities:

In this role, you'll support our Families First and Next Steps programs by:

- Welcoming residents and helping them settle in, while maintaining open lines of communication about their needs.
- Conducting thorough intakes and ensuring accurate documentation in our case management system.
- Providing ongoing support and resources to residents, including assistance with meal preparations and daily activities.
- Monitoring the facility to ensure safety and addressing any concerns swiftly and thoughtfully.
- Building strong relationships with residents, advocating for their needs, and guiding them towards community resources.

You'll also engage in case management by:

- Conducting client assessments to create personalized action plans that support their goals.

- Coordinating with external agencies to connect residents with housing, employment, and health services.

What We're Looking For:

We're seeking someone who:

- Has at least two years of experience in direct service or a related field, with a passion for helping vulnerable populations.
- Is adaptable, dependable, and has strong communication skills.
- Can approach challenges with empathy and a positive attitude, working collaboratively with our team.

Preferred Qualifications:

- Bilingual or bicultural candidates are encouraged to apply.
- A Bachelor's degree in social services or a related field is a plus.
- Familiarity with community resources is desirable.

Why Join Us?

At Bethlehem Inn, you'll be part of a mission-driven team that prioritizes respect, dignity, and support for all. You'll work in a lively and sometimes unpredictable environment, where your ability to think on your feet and remain calm under pressure will shine. Together, we'll create a space where everyone feels valued and empowered.

If you're ready to make a meaningful impact in the lives of others, we'd love to hear from you!

Physical Requirements:

This role involves sitting, using your hands, and communicating effectively. Some walking and standing may be required, and we'll accommodate individuals with disabilities as needed.

Work Environment:

Our shelter can be a fast-paced setting, and we're looking for someone who can remain patient and compassionate amidst the challenges our residents face. Your calm presence will help create a stable environment for everyone.